

## Singapore Tariff Export Rates

### For International First Shipments

(Rates exclude special fees and fuel surcharge)<sup>1</sup>

Effective January 6, 2025

Please refer to Zone Index for detailed zone classification					
Rates in SID		D	E	F	H
Major Destinations		U.S. (Western Region) <sup>2</sup>	U.S. (Rest of Country)	France	Brazil
FedEx Envelope <sup>3</sup>	0.5 kg	108.9	110	90.6	174.3
FedEx Pak <sup>3</sup>	0.5 kg	145.9	146.9	125.3	215.1
	1.0	197.9	199.3	163	294.3
	1.5	249.9	251	201.3	370.5
	2.0	300.6	301.6	238.1	446.3
	2.5	352.1	353.4	275.1	515.9
International First (IF)	0.5 kg	160.8	161.6	125.9	256
	1.0	210.6	211.5	163.8	333.6
	1.5	260.4	261.4	201.7	411.2
	2.0	310.2	311.3	239.6	488.8
	2.5	360	361.2	277.5	566.4
	3.0	408.1	409.1	311.4	643.7
	3.5	456.2	457	345.3	721
	4.0	504.3	504.9	379.2	798.3
	4.5	552.4	552.8	413.1	875.6
	5.0	600.5	600.7	447	952.9
	5.5	628.6	629.1	477.3	998
	6.0	656.7	657.5	507.6	1043.1
	6.5	684.8	685.9	537.9	1088.2
	7.0	712.9	714.3	568.2	1133.3
	7.5	741	742.7	598.5	1178.4
	8.0	769.1	771.1	628.8	1223.5
	8.5	797.2	799.5	659.1	1268.6
	9.0	825.3	827.9	689.4	1313.7
	9.5	853.4	856.3	719.7	1358.8
	10.0	881.5	884.7	750	1403.9
	10.5	898.5	904.7	771.6	1429.3
	11.0	915.5	924.7	793.2	1454.7
	11.5	932.5	944.7	814.8	1480.1
	12.0	949.5	964.7	836.4	1505.5
	12.5	966.5	984.7	858	1530.9
	13.0	983.5	1004.7	879.6	1556.3
	13.5	1000.5	1024.7	901.2	1581.7
	14.0	1017.5	1044.7	922.8	1607.1
	14.5	1034.5	1064.7	944.4	1632.5
	15.0	1051.5	1084.7	966	1657.9
	15.5	1068.5	1104.7	987.6	1683.3
	16.0	1085.5	1124.7	1009.2	1708.7
	16.5	1102.5	1144.7	1030.8	1734.1
	17.0	1119.5	1164.7	1052.4	1759.5
	17.5	1136.5	1184.7	1074	1784.9
	18.0	1153.5	1204.7	1095.6	1810.3
	18.5	1170.5	1224.7	1117.2	1835.7
	19.0	1187.5	1244.7	1138.8	1861.1
	19.5	1204.5	1264.7	1160.4	1886.5
	20.0	1221.5	1284.7	1182	1908.9
	20.5	1238.5	1304.1	1203.6	1908.9
Rates per kg (Multiply by Total Shipment Weight)					
Weight (kg) <sup>4</sup>	21-44	59.4	62.1	58.8	90.9
	45-70	55.1	57.8	57.5	85.6
	71-99	54.5	57.3	57	84.6
	100-299	52.8	56.4	54.8	81.4
	300-499	49.3	54.5	52.8	77.4
	500-999	46.9	53.1	51.4	74.1
	1000+	46.8	52.8	51.3	73.4

#### Footnotes:

<sup>1</sup> All rates are exclusive of all applicable tax. For special fees and fuel surcharge, please refer to the Surcharge and Other Information page for details.

<sup>2</sup> U.S. Western Regions include Colorado, Idaho, Utah, Arizona, Nevada, California, Oregon and Washington States.

<sup>3</sup> FedEx packaging must be used. No multiple piece shipments are allowed when using FedEx Envelope. FedEx Envelope shipments exceeding 0.5kg will be charged at FedEx Pak rates. FedEx Pak shipments exceeding 2.5kg will be charged at International First (IF) rates.

<sup>4</sup> Air cargo space must be reserved in advance with our Customer Service team for International First (IF) multiple-piece shipments with an actual weight of more than 500kg.

#### Remarks:

- These rates are available only to qualified customers. See the Miscellaneous Information section for details.
- A fuel surcharge and other special fees will apply.
- IF service is available to selected zip codes only. Please contact our Customer Service Team for destination details.

## Singapore ImportOne Rates

### For International First Shipments

(Rates exclude special fees and fuel surcharge)<sup>1</sup>

Effective January 6, 2025

Please refer to Zone Index for detailed zone classification				
Rates in SID		D	E	H
Major Origins		U.S. (Western Region) <sup>2</sup>	U.S. (Rest of Country)	Brazil
FedEx Envelope <sup>3</sup>	0.5 kg	125.4	141.8	221
FedEx Pak <sup>3</sup>	0.5 kg	139	155.3	229.1
	1.0	195.1	210.6	322.4
	1.5	249.5	264.4	409.9
	2.0	303.1	317	499.4
	2.5	356.5	370.3	589.3
International First (IF)	0.5 kg	187.3	233.5	359.9
	1.0	233.1	276.9	458.3
	1.5	278.9	320.3	556.7
	2.0	324.7	363.7	655.1
	2.5	370.5	407.1	753.5
	3.0	397.9	434.6	830.6
	3.5	425.3	462.1	907.7
	4.0	452.7	489.6	984.8
	4.5	480.1	517.1	1061.9
	5.0	507.5	544.6	1139
	5.5	535.3	568.8	1197
	6.0	563.1	593	1255
	6.5	590.9	617.2	1313
	7.0	618.7	641.4	1371
	7.5	646.5	665.6	1429
	8.0	674.3	689.8	1487
	8.5	702.1	714	1545
	9.0	729.9	738.2	1603
	9.5	757.7	762.4	1661
	10.0	785.5	786.6	1719
	10.5	806.6	808	1756.4
	11.0	827.7	829.4	1793.8
	11.5	848.8	850.8	1831.2
	12.0	869.9	872.2	1868.6
	12.5	891	893.6	1906
	13.0	912.1	915	1943.4
	13.5	933.2	936.4	1980.8
	14.0	954.3	957.8	2018.2
	14.5	975.4	979.2	2055.6
	15.0	996.5	1000.6	2093
	15.5	1017.6	1022	2130.4
	16.0	1038.7	1043.4	2167.8
	16.5	1059.8	1064.8	2205.2
	17.0	1080.9	1086.2	2242.6
	17.5	1102	1107.6	2280
	18.0	1123.1	1129	2317.4
	18.5	1144.2	1150.4	2354.8
	19.0	1165.3	1171.8	2392.2
	19.5	1186.4	1193.2	2429.6
	20.0	1207.5	1214.6	2467
	20.5	1228.6	1236	2480.1
Rates per kg (Multiply by Total Shipment Weight)				
Weight (kg) <sup>4</sup>	21-44	60.3	61.1	118.1
	45-70	54.9	56.4	104.4
	71-99	50.5	53.6	94.9
	100-299	49.9	52.3	87.9
	300-499	48.3	50.1	82.9
	500-999	47	49.7	79.5
	1000+	46.9	49.7	78.9

#### Footnotes:

<sup>1</sup> All rates are exclusive of all applicable tax. For special fees and fuel surcharge, please refer to the Surcharge and Other Information page for details.

<sup>2</sup> U.S. Western Regions include Colorado, Idaho, Utah, Arizona, Nevada, California, Oregon and Washington States.

<sup>3</sup> FedEx packaging must be used. No multiple piece shipments are allowed when using FedEx Envelope. FedEx Envelope shipments exceeding 0.5kg will be charged at FedEx Pak rates. FedEx Pak shipments exceeding 2.5kg will be charged at International First (IF) rates.

<sup>4</sup> Air cargo space must be reserved in advance with our Customer Service team for the following shipments: (a) For the shipments originating from Asia countries/ territories (Australia, Cambodia, Mainland China, Guam, Hong Kong SAR China, Indonesia, Japan, Macau SAR China, Malaysia, New Zealand, Philippines, Singapore, South Korea, Taiwan China, Thailand, and Vietnam.), IF multiple-piece shipments with an actual weight of more than 500kg. (b) For the shipments originating from other countries/ territories, IF multiple-piece shipments with an actual weight of more than 300kg.

#### Remarks:

- These rates are available only to qualified customers. See the Miscellaneous Information section for details.
- A fuel surcharge and other special fees will apply.
- IF service is available to selected zip codes only. Please contact our Customer Service Team for destination details.

# Zone Index



Singapore

ZONE TABLE: IF = International First Shipments

Country / Region	EXPORT IF	IMPORT IF
Antigua		H
Anguilla		H
Netherlands Antilles		H
Argentina		H
Austria	F	
Aruba		H
Barbados		H
Belgium	F	
Bermuda		H
Bolivia		H
Bonaire		H
St. Eustatius		H
Saba		H
Brazil	H	H
Bahamas		H
Belize		H
Canada	E	E
Switzerland	F	
Chile		H
Colombia		H
Costa rica		H
Curacao		H
Germany	F	
Denmark	F	
Dominica		H
Dominican Republic		H
Ecuador		H
Spain	F	
France	F	
Grenada		H
French Guiana		H
Guadeloupe		H
Guatemala		H
Guyana		H
Honduras		H
Haiti		H
Italy	F	
Jamaica		H
St. Kitts & Nevis		H
Cayman Islands		H
St. Lucia		H
Luxembourg	F	

**Remarks:**  
IF service is available to selected zip codes only. Please contact our Customer Service Team for destination details.

# Zone Index



Singapore

ZONE TABLE: IF = International First Shipments

Country / Region		EXPORT IF	IMPORT IF
St. Martin			H
Martinique			H
Montserrat			H
Mexico		E	E
Nicaragua			H
Netherlands		F	
Panama			H
Peru			H
Puerto Rico		E	E
Paraguay			H
Suriname			H
El salvador			H
St. Maarten			H
Turks & Caicos Islands			H
Trinidad & Tobago			H
U.S. (Western Region)			
Colorado	80000-81699	D	D
Idaho	83200-83999	D	D
Utah	84000-84799	D	D
Arizona	85000-86599	D	D
Nevada	89000-89899	D	D
California	90000-96699	D	D
Oregon	97000-97999	D	D
Washington	98000-99499	D	D
U.S. (Rest of Country)		E	E
Uruguay			H
St. Vincent			H
Venezuela			H
British Virgin Islands			H
U.S. Virgin Islands			H

**Remarks:**  
IF service is available to selected zip codes only. Please contact our Customer Service Team for destination details.

# Surcharge and Other Information

(For IF services only)



## Singapore

### Fuel Surcharge

The surcharge percentage is adjusted every Monday, based on the US Gulf Coast Jet Fuel Index, and this percentage is applied to the total transportation charge (go to <https://www.fedex.com/en-sg/home.html> for the prevailing fuel surcharge rate and a sample calculation).

### Demand Surcharge

During times of elevated shipping volumes, heightened demand for capacity, increased operating costs, and other strains on our network, FedEx may assess a Demand Surcharge.

### Special Handling Fees

**Address Correction:** SGD 17.00 per shipment

If a recipient's address on an Air Bill, Air Waybill or shipping label is incomplete or incorrect, we may attempt to find the correct address and complete delivery and we will assess a surcharge. If we are unable to complete delivery, we are not liable for failing to meet our delivery commitment. For FedEx International Broker Select, the address correction surcharge will apply if the broker's address is incomplete or incorrect on the Air Waybill or other shipping documentation. If we cannot determine the correct address or cannot reach the broker, we may attempt to contact the sender for address clarification or instructions to return the shipment. If we are unable to complete delivery under these circumstances, we will not be liable for failing to meet our delivery commitment.

**Global Print Return Label Surcharge:** Free of charge. Please visit <https://www.fedex.com/en-sg/shipping.html> for details.

**U.S. Inbound Processing Fee:** SGD 3.40 per shipment. A charge will be assessed on all international shipments imported into the U.S. in connection with the processing of those shipments for customs clearance.

**\*Out of Pickup Area Surcharge (OPA):** Applicable surcharges by tier:  
Tier A: not applicable  
Tier B: SGD 33.60 per shipment or SGD 0.60 per kg, whichever is greater  
Tier C: SGD 43.70 per shipment or SGD 0.80 per kg, whichever is greater

**\*Out of Delivery Area Surcharge (ODA):** Applicable surcharges by tier:  
Tier A: SGD 4.80 per shipment  
Tier B: SGD 33.60 per shipment or SGD 0.60 per kg, whichever is greater  
Tier C: SGD 43.70 per shipment or SGD 0.80 per kg, whichever is greater

\* FedEx imposes a surcharge for shipments to areas outside those in which its own couriers pick up and deliver cargo (OPA and ODA areas). A list of ZIP and postal codes where these surcharges apply is available [here](#).

**Indirect Signature Required (ISR):** SGD 4.90 per non-freight shipment (applicable to U.S./Canada residential destinations with declared value for Carriage less than USD500/CAD500 shipment). Please visit <https://www.fedex.com/en-sg/shipping.html> for details.

**Direct Signature Required (DSR):** SGD 5.40 per non-freight shipment (not applicable to U.S./Canada destinations with Declared value for Carriage greater than or equal to USD500/CAD500 shipment). Please visit <https://www.fedex.com/en-sg/shipping.html> for details.

**Adult Signature Required (ASR):** SGD 6.60 per non-freight shipment. Please note that FedEx may not reroute shipments when Adult Signature Required has been selected as a delivery signature option. Please visit <https://www.fedex.com/en-sg/shipping.html> for details.

**Residential Delivery Surcharge:** SGD 4.80 per non-freight shipment (applicable to US & Canada destinations only). A residential delivery charge applies to shipments addressed to a home or private residence, including locations where a business is operated from a home, or to any shipment in which the shipper has designated the delivery address as a residence. If the ODA Surcharge is applied to a shipment, the Residential Delivery Surcharge will not apply.

**\*Additional Handling Surcharge - Dimension:** SGD 40.20 per package. This surcharge applies to any package that measures greater than 121 centimeters along its longest side; measures greater than 76 centimeters along its second-longest side; or measures greater than 266 centimeters in length and girth. If the Oversize Charge is applied to a package, the Additional Handling Surcharge - Dimension will not apply.

\* Subject to an 18kg minimum billable weight.

**Additional Handling Surcharge - Weight:** SGD 40.20 per package. This surcharge applies to any package that measures greater than 25kg in actual weight.

**\*Additional Handling Surcharge - Packaging:** SGD 40.20 per package. This surcharge applies to any package that meets any of the following criteria:

- is not fully encased in an outer shipping container
- is encased in an outer shipping container not made of corrugated fiberboard (cardboard) materials, including but not limited to metal, wood, canvas, leather, hard plastic, soft plastic, or expanded polystyrene foam (e.g., Styrofoam)

# Surcharge and Other Information

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## Singapore

- is encased in an outer shipping container covered in shrink wrap or stretch wrap
- is round or cylindrical, including (without limitation) mailing tubes, cans, buckets, barrels, tires, drums, or pails
- is bound with metal, plastic, or cloth banding, or has wheels, casters, handles, or straps (e.g., a bicycle) (including packages where the outer surface area is loosely wrapped, or where the contents protrude outside the surface area)
- could become entangled in or cause damage to other packages or the FedEx sortation system

\* If a FedEx package is subject to an Additional Handling Surcharge – Packaging, and also meets the criteria for Additional Handling Surcharge – Dimension, the Additional Handling Surcharge – Dimension minimum billable weight of 18kg will still apply.

We reserve the right to assess additional handling charges for packages that require special handling or that require FedEx to apply additional packaging during transit

If a package meets criteria for 2 or all 3 Additional handling surcharges (Dimension, Weight and Packaging), only 1 with the highest charge applies.

**\*Oversize Charge:** SGD 106.00 per package. This surcharge applies to a package that exceed 243 centimeters in length, or 330 centimeters in length and girth.  
If a FedEx package is subject to an Oversize Charge, and also meets the criteria for Additional Handling Surcharge – Dimension, the Additional Handling Surcharge – Dimension minimum billable weight of 18kg will still apply.

\* Length is the longest side of a package.

**\*Unauthorized Package Charge:** SGD 378.00 per package. This surcharge applies to any package that measures greater than 274 centimeters along its longest side; measures greater than 419 centimeters in length and girth; or has an actual weight greater than 68kg.  
FedEx international packages will be subject to an 18kg minimum billable weight when the package also meets the criteria of the Additional Handling Surcharge - Dimension.  
If a FedEx package is subject to Unauthorized Package Charge, and also meets the criteria for either Additional Handling Surcharge - Dimension, Additional Handling Surcharge - Weight or Oversize Charge, then only the highest charge will apply. If a package is eligible for Unauthorized Package Charge and Additional Handling Surcharge - Packaging, then both surcharges will apply.

\* Shipments that exceed these limits are unauthorized and may be refused, returned to the shipper, or disposed of at FedEx's sole discretion. However, FedEx may accept and deliver such shipments; if accepted, this surcharge applies. Package or handling-unit shape and dimensions may change during transit; FedEx may adjust shipment charges at any time.

**Dry Ice Surcharge:** SGD 7.70 per shipment

**Monitoring & Intervention Premium - Package:** SGD 94.50 per shipment or SGD 4.10 per kg, whichever is greater (Export services)

SGD 38.50 per shipment or SGD1.70 per kg, whichever is greater (ImportOne services)

Monitoring & Intervention (M & I) Premium is a specialized, subscription-based and contract-only service specifically designed for customers whose shipments require network sensor(where available), special handling, priority boarding, 24/7 expert support, proactive monitoring and expedited shipment recovery in the FedEx network. With Premium, re-icing, gel pack replenishments & cold storage are included as standard in the service. Please note that all requests need to be reviewed prior to acceptance in order to confirm service compliance and availability.

**Monitoring & Intervention Preferred - Package:** SGD 27.00 per shipment or SGD 1.20 per kg, whichever is greater (Export services)

SGD 13.50 per shipment or SGD 0.60 per kg whichever is greater (ImportOne services)

Monitoring & Intervention (M & I) Preferred is a specialized, subscription-based and contract-only service specifically designed for customers whose shipments require special handling, 24/7 support and monitoring, shipment recovery in the FedEx network. Please note that all requests need to be reviewed prior to acceptance in order to confirm service compliance and availability.

**Priority Alert - Package:** SGD 85.00 per shipment or SGD 3.40 per kg, whichever is greater (Export services)

SGD 32.00 per shipment or SGD 1.50 per kg, whichever is greater (ImportOne services)

FedEx Priority Alert (FPA) is a specialized, fee-based and contract-only service specifically designed for customers requiring a high degree of shipment visibility and delivery compliance. By combining special handling, enhanced shipment status tracking and operational recovery procedures, FPA provides an enhanced and reliable solution for your shipment. Please note that all requests need to be reviewed prior to acceptance in order to confirm service compliance and availability.

# Surcharge and Other Information

(For IF services only)



## Singapore

**Priority Alert Plus - Package:** SGD 102.00 per shipment or SGD 5.10 per kg, whichever is greater (Export services)

SGD 38.50 per shipment or SGD 1.50 per kg, whichever is greater (ImportOne services)

Our FedEx Priority Alert Plus (FPA+) service includes all the features of FPA as well as pro-active intervention capabilities for temperature sensitive shipments. With FPA+, re-icing, gel pack replenishments & cold storage are included as standard in the service. Please note that all requests need to be reviewed prior to acceptance in order to confirm service compliance and availability.

**On-demand Care - Package:** SGD 160.00 per shipment or SGD 7.00 per kg, whichever is greater (Export and ImportOne services)

On Demand Care (ODC) is a fee-based service for non-food items providing intervention services such as Dry Ice replenishment and gel pack reconditioning/ exchange, to protect the integrity of temperature-controlled shipments delayed in-transit. This service is not available at all locations. This service is not guaranteed and is subject to the identification of the shipment and must be booked via Customer Service.

**Duty and Tax:** If duties and taxes are levied on a shipment and FedEx pays them on behalf of the party responsible for payment, then that party must reimburse FedEx for the duties and taxes themselves, plus a FedEx surcharge that is based upon the type of shipment and its destination. Please visit <https://www.fedex.com/en-sg/ancillary-clearance-service.html> or contact our Customer Service team for details.

**Declared Value Charge for Carriage:** Liability of FedEx for loss, damage or delay of your shipment is limited to the greater of about USD20.00 per kilogram or USD100.00 per shipment. The exact limitation may be expressed in Special Drawing Rights or local currency and the exact amount will vary depending upon the country/ territory of origin and currency.

If you desire that FedEx assumes liability for a greater percentage of the actual cargo value, then you must declare the value for carriage on your air waybill and pay a "declared value surcharge". The "declared value surcharge" for Export and ImportOne shipments in Singapore is equal to SGD 4.80 per SGD 200.00 (or fraction thereof) by which the declared value for carriage exceeds the greater of: (i) SGD 200.00 or (ii) SGD 19.80 per pound. The following maximum declared value for carriage will apply. Please contact our Customer Service team for details.

Maximum Declared Value for Carriage (may vary by destination)

FedEx Envelope/Pak: USD 100.00 (or equivalent value in local currency)

International First (IF): USD 50,000.00 (or equivalent value in local currency)

Shipments containing items of extraordinary value such as artwork, antiques, glassware, jewelry, precious metals, furs, etc.:

USD 1,000.00 or USD 20.00 per kg, whichever is greater

## Weight Information

Total shipment weight is unlimited. The maximum weight per package may be adjusted. Please contact our Customer Service team or Sales team for details.

Rates are calculated on the total weight of all packages on one international air waybill. Any fraction of a kilogram is rounded up to the next higher weight break. Such rounding may cause a variance in dimensional weight (volumetric weight) calculations. Please note that the rates stated on FedEx's invoice shall be the final and official rates.

Additional charges may be assessed for shipments below a certain weight density. The dimensional weight (volumetric weight) (in kg) of an International First shipment is calculated as follows. Please contact our Customer Service team for details.

Length x Width x Height (centimeters or inches)

5,000 for centimeters or 305 for inches

A minimum billable weight of 1 kg applies to FedEx Small Box, FedEx Medium Box and FedEx Large Box; and a minimum billable weight of 4 kg applies to FedEx Tube.

Shipments in FedEx packaging may be subjected to dimensional weight pricing.

In the case of multiple-piece shipments, the invoice weight will be the sum of the higher actual weight or dimensional weight of each individual package.

# Surcharge and Other Information

(For IF services only)



## Singapore

### *Miscellaneous Information*

- These rates, valid until further notice, are only available to customers who remain in good standing with their Singapore FedEx account and settle their invoice promptly in Singapore.
- FedEx reserves the right at any time to amend, modify, or discontinue discounts without prior notification.
- As noted above, various surcharges and fees may be imposed on your shipment in addition to the prices noted on this ratesheet. By tendering your shipments to FedEx, you agree to pay the surcharges as determined by FedEx.
- Please note that your shipment is governed by several documents: your discount-pricing letter agreement with FedEx (if applicable), the Conditions of Contract printed on the FedEx Air Waybill for your shipment, the FedEx Service Guide, the FedEx Standard Conditions of Carriage, and/or FedEx International Terms and Conditions in effect at the country/ territory of origin. These documents provide for the above surcharges, fees, and other important terms that you should review. If you need assistance or desire additional information, please contact our Customer Service team.
- For ImportOne customers, Saturday Pick Up surcharge will not apply to the shipments originating from the countries/ territories where Saturday is a regular business day, but such surcharge will apply to the shipments originating from the countries/ territories where Saturday is not a regular business day. Please contact our Customer Service team for details.
- All rates are exclusive of all applicable tax.
- For Address Correction, if the package is being rerouted to a different Country/ Territory, City or Province, a new shipment fee may apply.

### *FedEx Rate Sheet Terms and Conditions*

#### 1. FedEx Envelope and Pak

- FedEx packaging must be used.
- No multiple piece shipments are allowed when using FedEx Envelope.
- FedEx Envelope shipments exceeding 0.5kg will be charged at FedEx Pak rates.
- FedEx Envelope or FedEx Pak shipments exceeding 2.5kg will be charged at International First (IF) rates.

#### 2. Advanced Booking Requirement. Air cargo space must be reserved in advance with our Customer Service team for the following shipments:

- For the shipments originating from Asia countries/ territories (Australia, Cambodia, Mainland China, Guam, Hong Kong SAR China, Indonesia, Japan, Macau SAR China, Malaysia, New Zealand, Philippines, Singapore, South Korea, Taiwan China, Thailand, and Vietnam), International First (IF) multiple-piece shipments with an actual weight of more than 500kg.
- For the shipments originating from other countries/ territories, International First (IF) multiple-piece shipments with an actual weight of more than 300kg.

### **For Inquiries**

Customer Support: <https://www.fedex.com/en-sg/customer-support/contact.html>